PCS 400/410 and 50 User Manual

What's New in Version 3.2

Contents

This document details the new sections that appear in the PCS 400/410 and 50 User Manual for **max**imiser's version 3.2 software on the 5 series. Each section has been listed in the same order that they appear in the manual.

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Screen Saver

By default, between 7 pm and 8 am each day a screen saver will replace your Home Page. Touch or click on the screen to return to your Home Page. However, the time that the screen saver will appear can be changed by your System Administrator or it could appear after a specific idle time. Please refer to your System Administrator for further information.

Answering a Call

PCS 50 users - please note: your Preference setting will determine when Call Status will be displayed when you receive a call. Therefore if the default functionality as described in this section does not occur please refer to the Setting Preferences for a PCS 50 section or to your System Administrator for further details.

Call Pick-up

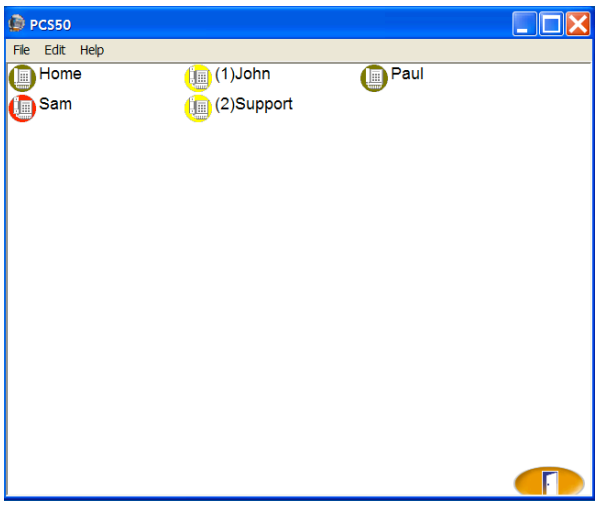
If you are currently on a call when you pick up a ringing call your original call will be parked in the first available park slot.

Entering Further Numbers

Please note that if the Mobile and Home fields available via the Numbers tab of the User Configuration form are grey then you are unable to edit these fields. Please refer to your System Administrator for further details.

Call count via Favourites

The Favourites list will display the number of calls waiting to be answered on a User's extension and queuing for a Department.



Changing your Ring Tunes

If no ringing is required create a Ring Tune using a tune number where no corresponding WAV file is stored on your PC. By default, this will be Ring Tune 7, 8, 9. Please refer to your system administrator for further information.

Working with Contacts

You will only be able to add or delete a Contact or make a change to an existing Contact if given the required permission. Please refer to your system administrator for further information.

Using an Assistant Telephone Number

Please note that if the Assistant field available via the Numbers tab of the User Configuration form is grey then you are unable to edit this field. Please refer to your System Administrator for further details.

Setting Preferences for a PCS 50

Proxy Server: the IP address of the proxy server to be used by the PCS 50 when viewing web pages. Please refer to your system administrator for further information.

Start Minimized: This option, if selected, will automatically minimise the PCS 50 to the System Tray when the application is opened. This feature will operate when the application is next started and will also tick the Mimimize to System Tray option, if not already selected.

Pop On Connect: this feature is used in conjunction with the Minimize to System Tray feature and when the PCS 50 is used in partner mode. If enabled the application will pop up once the call has been answered by the handset.

Remote BLF: this option will enable or disable the busy lamp field feature when this PCS 50 is used across, for example, a VPN connection. **Please note: do not use this feature when this PCS 50 is used on the local LAN.**

Dedicated Console Mode: When enabled Call Status will not display until a call has been answered. This is useful when the Auto URL On Ring feature is used for User calls, Department calls or for calls from a specific Contact. The web page will not display on your PCS 50 until the call has been answered. This means that if you are viewing a web page when a call is received this will not be replaced by the web page specified by the Auto URL feature unless you decide to answer the call. Please refer to your system administrator for further information.

Keyboard Short cuts

Home Page

Windows	Apple Mac	
F1	Cmd+1	Go to Dial Pad
F2	Cmd+2	Go to Favourites
F3	Cmd+3	Go to Pick Up screen
F4	Cmd+4	Go to Redial Number list
F5	Cmd+5	Go to Contacts Directory
F6	Cmd+6	Go to Users Directory
F7	Cmd+7	Go to Departments Directory
F8	Cmd+8	Create a new Contact
F10	Cmd+0	Enter an Account Code
CTRL+M	Cmd+M	Go to Incoming Call History

Browsing Web Pages

CTRL+C	Cmd+C	Copy to the clipboard
Backspace	Backspace	Back one page

Dial Pad

F1	Fn+F1	Pick up call from Park icon 1
F2	Fn+F2	Pick up call from Park icon 2
F3	Fn+F3	Pick up call from Park icon 3
F4	Fn+F4	Pick up call from Park icon 4
CTRL+M	Cmd+M	Go to Incoming Call History

Receiving a Call

Enter	Enter	Answer a call
CTRL+A		Answer a call
CTRL+V	Cmd+V	Divert an incoming call to voicemail

Answered Call

F1	Fn+F1	Park a call on Park icon 1
F2	Fn+F2	Park a call on Park icon 2
F3	Fn+F3	Park a call on Park icon 3
F4	Fn+F4	Park a call on Park icon 4
F5	Cmd+5	Go to Contacts Directory
F6	Cmd+6	Go to Users Directory
F7	Cmd+7	Go to Departments Directory
F8	Cmd+8	Create a new Contact using the number from the connected call
F10	Cmd+0	Enter an Account Code
CTRL+D	Cmd+D	View the Directory icons

CTRL+I	Cmd+I	View the configured web page
CTRL+K	Cmd+K	Access the Dial Pad in order to enter additional digits
CTRL+N	Cmd+N	Add a Note to a Call
CTRL+R	Cmd+R	To start and end recording of the current call
Esc	Esc	Clear current call

Multiple Calls

Enter	Enter	Transfer a call
CTRL+A	Cmd+A	Switch/toggle between the two connected calls
CTRL+V	Cmd+V	Create a Conference with the two connected calls

Contacts / Users / Departments Directories

Enter	Enter	Dial the selected entry
CTRL+I	Cmd+I	View the selected User's or Contact's details
CTRL+S	Cmd+S	Further Numbers - access all numbers stored for the select User or Contact or access the voicemail button for the selected User or Department
F9	Cmd+9	Toggle between displaying Contacts by Company Name or Contact Name
Delete	Delete	Delete the selected entry
Esc	Esc	Exit – return to the previous screen

Further Numbers

T	T	Dial the Telephone number
M	M	Dial the Mobile number
H	H	Dial the Home number
1	1	Dial the Spare1 number
2	2	Dial the Spare2 number
Alt+T	Alt+T	Send SMS to the Telephone number
Alt+M	Alt+M	Send SMS to the Mobile number
Alt+1	Alt+1	Send SMS to the Spare1 number
Alt+2	Alt+2	Send SMS to the Spare2 number

Redial Number list

Enter	Enter	Dial the selected entry
CTRL+A	Cmd+A	Create a Contact from the selected entry or view the selected User's details
CTRL+S	Cmd+S	Further Numbers - access all numbers stored for the select User or Contact or access the voicemail button for the selected User or Department
CTRL+V	Cmd+V	Connect directly to the selected User's voicemail
Delete	Delete	Delete the selected entry
Esc	Esc	Exit – to return to the Home page

Incoming Call History

Enter	Enter	Dial the selected entry
CTRL+A	Cmd+A	Create a Contact from the selected entry or view the selected User's details
CTRL+G	Cmd+G	Record a new greeting
CTRL+N	Cmd+N	Generate a nuisance number from the entry selected.
CTRL+P	Cmd+P	Listen to the selected message
CTRL+R	Cmd+R	Record a memo
CTRL+S	Cmd+S	Further Numbers - access all numbers stored for the select User or Contact or access the voicemail button for the selected User or Department
Delete	Delete	Delete the selected entry
Esc	Esc	Exit – to return to the Home page

Listening to a voicemail message

CTRL+A	Cmd+A	Forward by 2 seconds
CTRL+B	Cmd+B	Rewind by 2 seconds
CTRL+F	Cmd+F	Forward the message
CTRL+N	Cmd+N	Play next message
CTRL+O	Cmd+O	Play old messages
CTRL+P	Cmd+P	Play previous message
CTRL+S	Cmd+S	Save the message
Delete	Delete	Delete the message

Forwarding a voicemail message

Enter	Enter	Enter the selected User or Group to the Forward List
Delete	Delete	Delete the selected User or Group from the Forward List
CTRL+F	Cmd+F	Forward the message to the selected User(s) or Group(s)

Hot Desking

Enter	Enter	Log in
Delete	Delete	Log off